

## Laura Bowman

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**From:** Official Information  
**Sent:** Wednesday, 30 November 2022 1:00 pm  
**To:** 7(2)(a)  
**Cc:** Official Information  
**Subject:** Final Response - LGOIMA 285770 - 7(2)(a) - Hamilton Water Usage Statistics for Past Financial Year 1 July 2021 – 30 June 2022

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response. We apologise for the delay in releasing this information to you.

**Your Request 1:**

What is the volume of water pumped out of Waikato river in Peacockes?

**Our Response 1:**

The Waiora Water Treatment Plant abstracted the following amounts of raw water from the Waikato River:

- a) 21,260,860 m3 between 1 July 2012 – 30 June 2013;
- b) 23,118,029 m3 between 1 July 2019 – 30 June 2020;
- c) 23,064,920 m3 between 1 July 2020 – 30 June 2021;
- d) 23,888,231 m3 between 1 July 2021 – 30 June 2022.

**Your Request 2:**

What is the volume of water pumped back into the river in Pukete?

**Our Response 2:**

The Pukete Wastewater Treatment Plant discharged the following amounts of treated wastewater back into the Waikato River:

- a) 16,970,323 m3 between 1 July 2012 – 30 June 2013;
- b) 16,894,195 m3 between 1 July 2019 – 30 June 2020;
- c) 16,923,324 m3 between 1 July 2020 – 30 June 2021;
- d) 18,856,763 m3 between 1 July 2020 – 30 June 2021.

**Your Request 3:**

What volume of water goes through metered properties/business, (water paid for by volume)?

**Our Response 3:**

The total volume of water supplied to metered properties and businesses was:

- a) 5,954,244 m3 between 1 July 2012 – 30 June 2013;
- b) 5,151,467 m3 between 1 July 2019 – 30 June 2020;
- c) 5,171,653 m3 between 1 July 2020 – 30 June 2021;
- d) 4,341,255 m3 between 1 July 2021 – 30 June 2022.

**Your Request 4:**

What volume of water goes to residential properties, (water paid for by rates)?

**Our Response 4:**

The total estimated volume of water supplied to unmetered properties was:

- a) 14,514,803 m3 between 1 July 2012 – 30 June 2013;
- b) 13,964,995 m3 between 1 July 2019 – 30 June 2020;
- c) 13,175,305 m3 between 1 July 2020 – 30 June 2021;
- d) 13,822,935 m3 between 1 July 2021 – 30 June 2022.

#### Your Request 5:

The volume of water not paid for is much larger now than in 2012/13. Please check Q3 5,171,653m3 1 July 2020 – 30 June 2021 & 13,175,305 m3 1 July 2020 – 30 June 2021.

#### Our Response 5:

The above figures are correct.

The total volume of water supplied to **metered properties and businesses** between 1 July 2020 – 30 June 2021 was 5,171,653 m3. This data reflects the water consumption of commercial and industrial (non-residential) water users who have water meters on their properties. There are approximately 3,400 meters installed on commercial and industrial (non-residential) premises across the city.

The total estimated volume of water supplied to **unmetered properties** between 1 July 2020 – 30 June 2021 is estimated to be 13,175,305 m3. This data reflects the residential water supply which is an unmetered water supply. There are 62,849 residential households that are serviced through the drinking water reticulation network.

#### Your request 6:

7(2)(a) is this correct or am I presenting this misleadingly?

#### Our Response 6:

##### 7(2)(a)

Water use - loss - who pays	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
1. volume of water pumped out of Waikato river in Peacockes?	21,260,860							23,118,029	23,064,920	
2. volume of water pumped back into the river in Pukete?	16,970,323							16,894,195	16,923,324	
Volume of water lost between Peacockes and Pukete	4,290,537							6,223,834	6,141,596	
Percentage of water lost between Peacockes and Pukete	20.18%							26.92%	26.63%	
3. volume of water goes through metered properties/business, (water paid for by volu	5,954,244							5,151,467	5,171,653	
4. volume of water goes to residential properties, (water paid for by rates)	14,514,803							13,964,995	13,175,305	
Total water paid for	20,469,047							19,116,462	18,346,958	
Total water from Peacockes not paid for	791,813							4,001,567	4,717,962	
Percentage of water from Peacockes not paid for	3.72%							17.31%	20.46%	
File: Q3. LGOMA 2017_18 ave rates comparison graph										

Overall, the baseline figures used to calculate the data in the above spreadsheet are consistent with the data we have provided. The descriptions used could be perceived as misleading as follows:

- a) *“Water use – loss – who pays”, “Total water paid for”, “Total Water from Peacockes not paid for” and “Percentage of water from Peacockes not paid for”*: All costs associated with treating and distributing water into the drinking water reticulation network are paid for – either through volumetric charging for commercial and industrial water users, or through residential customers via property rates (which are based on the value of the property). Non-residential billed unmetered customers pay a minimum charge based on an assumed water use of 60m3 per three months. This equates to 657 litres per day, per connection. The current water meter charging structures and differential pricing can be found on the Hamilton City Council website – [here](#).
- b) *“Volume of water lost between Peacockes and Pukete” and “Percentage of water lost between Peacockes and Pukete”*: The difference in volume between Peacockes and Pukete includes water which is used in the treatment process and maintenance of the water supply network, water consumed by customers, and water lost. Only a proportion of water consumed by customers enters the wastewater network. The volume of water pumped back into the river at Pukete also includes water which can enter the wastewater network as a result of wet weather.

- c) *“volume of water goes to residential properties”*. The volume of water used by residential properties is estimated, as residential properties do not have water meters to enable measurement of this volume.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind Regards,

**Laura** | Official Information Coordinator  
Governance & Assurance Team | People and Organisational Performance  
Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [Hamilton City Council](http://Hamilton City Council)